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IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Akhil Sahai et al. Confirmation No.: 4195  
Application No.: 09/885,658 Examiner: Krisna Lim  
Filing Date: June 19, 2001 Group Art Unit: 2153  
Title: E-SERVICE MANAGEMENT THROUGH DISTRIBUTED CORRELATION

Mail Stop PG PUB Drawings  
Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

DRAWING TRANSMITTAL LETTER

Sir:

Enclosed herewith please find:

- ( ) \_\_\_\_\_ sheets of redlined drawing(s) which indicate proposed changes to the drawing(s). Upon approval of these proposed changes, formal drawing(s) will be submitted.
- ( ) \_\_\_\_\_ sheets of corrected formal drawing(s), as required by the Notice of Patent Drawings Objection (PTO-948) which accompanied the Office Action dated \_\_\_\_\_.
- ( ) \_\_\_\_\_ sheets of corrected formal drawing(s), as required by the Notice of Patent Drawings Objection (PTO-948) and approved in the Notice of Allowability dated \_\_\_\_\_.
- ( ) \_\_\_\_\_ sheets of formal drawing(s). Please substitute these formal drawing(s) for the informal drawing(s) originally filed.
- (X) 4 sheets of drawings, including 2 sheets redlined drawings and 2 sheets replacement drawings. The drawings changes were required by the Examiner in the Office action mailed on December 10, 2004.

Examiner's approval of the entry of these drawings is respectfully requested. No new matter has been added.

Respectfully submitted,

Akhil Sahai et al.

By Judith E. Brown  
Terry McHugh

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Date: Dec. 29, 2004

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